



# Office of the Governor

## Government of Guam

Ricardo J. Bordallo Governor's Complex  
Marine Corps Drive  
Adelup, Guam

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### STANDARD OPERATING PROCEDURE

DIVISION/SECTION:  <b>MEDICAL REFERRAL ASSISTANCE</b>		
NUMBER:  SOP2019-___	DATE OF ISSUE:  April 15, 2019	EFFECTIVE DATE:  April 15, 2019
SUBJECT:  <b>PATIENT REGISTRATION &amp; PROCESSING</b>		

#### Purpose

The Medical Referral Assistance Office ("MRAO") located at the Ricardo J. Bordallo Governor's Complex, Hagåtña, is a Government of Guam agency that provides transportation, accommodation services for the people of Guam who are seeking off-island medical treatment that may not be available to them on Guam.

#### Procedure

- 1) All patients must complete a Patient Referral Information ("PRI") form in the process of patient registration. Prior to departing from Guam, the patient must provide a copy of the following:
  - a. Physician's dated referral order.
  - b. Paid/confirmed travel itinerary to their respective medical referred hospital or doctor's clinic in either Los Angeles, CA, Honolulu, HI or Manila, PI.
  - c. Confirmed lodging (an information brochure provided to patients can assist in identifying affordable lodging. A credit card is usually required from most hotels to confirm accommodation.
- 2) Transportation accommodation for patient and an escort are provided:
  - a. To and from the off-island to lodging.
  - b. To and from off-island lodging to hospital or appointment(s) to their doctor's clinic.
  - c. To and from a pharmacy or drugstore.
- 3) All transportation must be within a five (5) mile radius of the patient's confirmed lodging.

- a. If patient is residing with family or a friend's residence, transportation pickup can only be made from a public location from that residence within the five (5) mile radius of the medical facility.
- 4) Protected Health Information ("PHI") that is provided by a patient, will be held to the highest level of confidentiality in accordance to the Health Insurance Portability and Accessibility Act (HIPAA)
  - a. Four (4) copies of pertinent patient PHI will be made.
  - b. One copy will be given to patient (inclusive of the PRI form) together with the return of his /her original supporting documents.
  - c. Another copy will be for MRAO records safe keeping that will be placed in a monthly file folder in the secured file cabinet.
  - d. Another copy will be filed in a manila accordion file folder for immediate information access when needed. This is located within a secured file cabinet in the filing room.
  - e. The last copy will be sent to the Vendor/Provider, Guam Medical Referral Service (GMRS) in a sealed manila envelope.
    1. Indicate *From MRAO To GMRS* and print in bold red ink "**CONFIDENTIAL**". Call their office to have their courier pick up this envelope.

#### **Office Operations Instructions**

- 1) Hours of operation are 8:00 AM to 5:00 PM, Monday through Friday, Closed on Weekends and Holidays.
- 2) At the beginning of every work week day, unlock both the front and rear entry doors at 8:00 A.M. Work day begins.
  - a. The daily dated "Visitor Sign-In" sheet on a clipboard together with a blue inked pen is provided, and should be placed on a desk top or on a table adjacent to the front entry door ready for visitor/patient to sign on.
  - b. On the outside of the rear metal entry office door, place the sign that reads: "MEDICAL REFERRAL ASSISTANCE OFFICE SUITE 101" and "CAUTION! MICROWAVE OVEN IN USE."
  - c. On the front entry door, place the sign "CAUTION! MICROWAVE OVEN IN USE."
  - d. When a patient comes into the office, greet them warmly, and have them sign the "Visitor Log-In" sheet. Graciously ask them to be seated until called for interview.

#### **Patient Referral Information (Pri) Processing Procedure**

- 1) When the office staff is ready to process a patient, introduce oneself and guide him/her into one of the three rooms available for interviewing and seat them comfortably. To provide

privacy to the client, close the door.

- 2) Hand the Patient Referral Information forms (two pages) to the patient to fill out using a blue inked pen provided. Upon completion, review the information on the two (2) separate pages together with the patient, making sure that they fully understand what is written on the forms.
  - a. Have them print name, sign name, date and time.
  - b. Staff will also sign, date and indicate time interview was completed on the bottom of the second page under the heading “Office Use Only”.

### **Patient Medical Record Information**

- 1) The patient’s personal and medical information records will be held in the strictest and highest level of confidentiality.
- 2) Both patient and MRAO staff/employee shall be made aware of such confidentiality practices and be entrusted with such information.
- 3) Staffers of MRAO shall not divulge any patient information to any third party without patient’s explicit written consent/authorization.
- 4) Data collection for all patients who avail themselves to MRAO services will include but not limited to:
  - a. Date of Services
  - b. Name
  - c. Date Of Birth
  - d. Address
  - e. Home
  - f. Work
  - g. Cell
  - h. Fax
  - i. Off-Island Numbers
  - j. Email Address
  - k. Gender
  - l. Itinerary
  - m. Transportation
  - n. Accommodations
  - o. Confirmed Lodging
  - p. On-Island Referring Physician
- 5) Any and all patient data information submitted, will be kept in a file cabinet that is locked and secured in a file storage room within the MRAO office for seven (7) years.
- 6) Following the seventh (7<sup>th</sup>) year of an annual filed record, it will be taken to the Central Files Department located in the Ricardo J. Bordallo Governor’s Complex, and held there for an additional seven years.

### **Openness And Transparency**

- 1) This policy is written to provide information of our current practices of the MRAO within the Government of Guam, Office of the Governor, Adelup.

- 2) Patient PRI will be held to the highest level of confidentiality within the department ensuring that it is protected.
- 3) This MRAO policy describes the collection, protection and disclosure of patient information that is provided.
- 4) Any patient's question(s) regarding our privacy practices will be answered or provided upon request.
- 5) Any employee working within the MRAO office at the Ricardo J. Bordallo Governor's Complex in Adelup, must have completed an employee resignation within the Department of Administration Office prior employment.
- 6) A drug testing and process must be completed prior to employment with the Government of Guam, MRAO.
- 7) A physical form completed by a medical doctor must be submitted to the MRAO.
- 8) Fulltime employee work schedule is 8:00 AM to 5:00 PM, Monday through Friday, off on weekends and holidays. There is no overtime allowed unless the Governor deems such overtime hours allowable during emergency conditions such as impending typhoon preparedness.

#### **Accountability**

- 1) MRAO staff employee, is ultimately responsible and accountable for the protection of the patient's sensitive medical information and records within the department.
- 2) As patient information is sensitive by nature and disclosure, all employees of this office who assists in patient data and will be required to hold it in strict confidence and protect any and all pertinent patient information gathered, adhering to the protection and safeguard practices of patient personal information disclosure.

#### **Management Application Process**

- 1) Access to patient information is on a "need to know" basis.
- 2) Access of such information is limited and restricted to office staff employees.
- 3) Each staff employee on MRAO must understand and should be made aware of requirements for patient information protection.
- 4) Failure of any MRAO staff employee to adhere to requirements of patient information protection will be sanctioned according to local laws and HIPAA for such patient information protection violation.

#### **Strict Patient Privacy Protection**

- 1) Strict patient privacy protection by MRAO staffers ensures the following:

- 2) Confidentiality and protection for any and all patient personal information that is accessed as we assist patient in the medical referral processes.
- 3) Patient information, data collection, disclosure and usage of such data in providing facilitation of patient needs as they seek off-island referral assistance.
- 4) Staffers training and education will be conducted on the significance on patient information protection.

### **Patient Information Office Security And Safeguard Measures**

Office safeguards are implemented to protect the security of patient information. These safeguards are inclusive of physical technology (if office utilizes computers), and administrative security practices.

- 1) Physical Safeguard Practices should include:
  - a. Limited access to patient information file room.
  - b. Authorized access into this file room is strictly for MRAO staffers only. File room for any non-employee must be limited and supervised by MRAO staffers.
  - c. Locked file cabinet.
  - d. Separate, locked file/chart room.
  - e. Sound proofing of intake room for patient interviewing and data collection to ensure additional patient information confidentiality.
  - f. Privacy screen for all office computers.
- 2) Technology Safeguard Practices should include:
  - a. Protected and secured patient health information in computer accessing user authentication computer utilization.
  - b. Firewall software program system protection.
- 3) Administrative Safeguard of Management Information practices should include:
  - a. A “need to know” basis access.
  - b. Authorized user only restricted access.
  - c. Staff/employee signed confidentiality agreement contract.
  - d. Staff/employee awareness and requirement understanding of practices to protect patient personal information.
  - e. A “No Entry – Authorized Personnel Only” sign is placed on the file room entry door.

### **Courier Requirements For Patient Referral Information**

- 1) Patient information is contained in a sealed envelope.

- 2) Sealed envelope is marked “CONFIDENTIAL”.
- 3) Sealed envelope is addressed to the authorized recipient Vendor/Provider.
- 4) Sealed envelope has MRAO address.
- 5) Courier must sign the “Visitor Log-In” sheet.

### **Record Retention**

- 1) Patient records will be retained in accordance required by the law of the Land.
- 2) The Guam law advises retention of patient medical referral records for at least seven (7) years, with an additional seven (7) years retention under the protection and security Central Files Division.

### **Disposal Of Patient Referral Info Forms**

- 1) Any patient information form in effort that is to be disposed of should be shredded by “crisscross” shredder machine.

### **Employee Personal Accident/Incident Reporting**

- 1) Any accident incident must be reported as soon as it has occurred.
- 2) Employee must seek medical attention with a participating local medical hospital as soon as possible, in compliance with the Workman’s Compensation Act requirements.
- 3) Obtain appropriate incident reporting forms, complete and sign the forms and submit to immediate supervisor for review and completion.
- 4) Employee must provide the local hospital physician with the incident report forms for the evaluation and completion upon examination.
- 5) The employee must submit completed incident forms to Workman’s Compensation Commission (“WCC”).
- 6) All pertinent completed incident report forms should be duplicated in multiple copies:
  - a. Original copy should be filed in the MRAO under “Employee Incident Report” file folder.
  - b. One copy for submission to “WCC”, in the International Trade Center (ITC) building, Tamuning.
  - c. One for the Employee who reported the incident physician’s assessment, evaluation and recommendation indicated in writing for such time off.

References:

Patient Registration Information Form

Health Insurance Portability Accessibility Act

Visitor Sign-In Sheet

Signage

Workman's Compensation Commission & Forms

\*\*\*subject to change with notice\*\*\*

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